



IBM ThinkPad Hard Disk Drive Option

User's Guide

OPTIONS
by 

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Part 1. Using the 10-GB hard disk drive option

You can extend the storage capacity of your ThinkPad computer by replacing the built-in hard disk drive with this option. The replacement procedure of the hard disk drive is described in the *User's Reference* of your ThinkPad computer. Refer to the *User's Reference* for details.

Attention

Do not drop or apply any shock to the hard disk drive. The hard disk drive is sensitive to physical shock.

Never remove the drive while the system is operating or is in suspend mode.

If you want to use this hard disk drive option as a secondary drive, you can install it in the UltralimBay. In this case, you need the ThinkPad hard disk drive adapter, which is available as an option.

Note: Be sure to keep your proof of purchase because it might be required for warranty services. (See Appendix B, Product warranty.)

Part 2. Appendixes

Appendix A. Help and service information

Note

This appendix provides general service information, and some descriptions might not apply to your particular computer or suit your situation.

If you have questions about your new Options by IBM product, or require technical assistance, visit the IBM Personal Computing Support Web site at <http://www.pc.ibm.com/support>. For information about IBM, IBM PC products, or Options by IBM, visit the IBM Personal Computing Web site at <http://www.pc.ibm.com>. Additionally, you can receive information from the IBM Automated Fax System at 1-800-426-3395 (in Canada, 1-800-465-3299), or from the Personal Systems Group Bulletin Board System (PSG BBS) at 1-919-517-0001. You can also get help and information through the IBM PC HelpCenter, 24 hours a day, seven days a week. Response time might vary depending on the number and nature of the calls received.

Marketing, installation, and configuration support through the HelpCenter will be withdrawn or made available for a fee, at IBM's discretion, 90 days after the option has been withdrawn from

marketing. Additional support offerings, including step-by-step installation assistance, are available for a nominal fee.

During the warranty period, assistance for replacement or exchange of defective components is available. In addition, if your IBM option is installed in an IBM computer, you might be entitled to service at your location. Your technical support representative can help you determine the best alternative.

Step 1. Problem solving

You might be able to solve the problem yourself. Before calling the HelpCenter, please prepare for the call by following these steps:

1. If you are having installation or configuration problems, refer to the detailed sections on installation found in this manual, and review any README.TXT files found on the installation diskettes.
2. Visit the Personal Computing Support Web site specific to the model of option you have purchased. Updated installation instructions, hints and tips, or updated system-specific notes are often published in this section. You might find that later device drivers are available that will improve the performance and compatibility for your new option.

If you are installing this option in an IBM computer, also visit the applicable support Web page for that computer model. These

pages might also contain useful hints and tips related to installation of this option and might refer to BIOS or device-driver updates required for your computer model. If you are installing the option in a non-IBM computer, refer to the manufacturer's Web site.

3. Uninstall and then reinstall the option. During the uninstallation process, be sure to remove any files that were installed during the previous installation. Many IBM options include uninstallation programs.
4. Check all cabling to be sure that it is correct as shown in this manual. When you connect a cable to a cable connector, pay close attention to the colored stripes along the edge of the cable, and ensure that they are matched with PIN 1 on both the computer connector and the option connector.
5. If your option contains jumpers or switches, be sure their positions and orientation match the instructions in this manual.

Step 2. Preparing for the call

To assist the technical support representative, have available as much of the following information as possible:

1. Option name
2. Option number
3. Proof of purchase
4. Computer manufacturer, model, serial number (if IBM), and manual
5. Exact wording of the error message (if any)
6. Description of the problem

7. Hardware and software configuration information for your system

If possible, be at your computer. Your technical support representative might want to walk you through the problem during the call.

Step 3. Placing the call to IBM

If you call 90 days or more after the date of withdrawal or after your warranty has expired, you might be charged a fee.

For the support telephone number and support hours by country, refer to the following table or to the enclosed technical support insert. If the number is not provided, contact your IBM reseller or IBM marketing representative.

<i>Support 24 hours a day, 7 days a week</i>	
Canada	1-800-565-3344
U.S.A. or Puerto Rico	1-800-772-2227

Additional technical support resources

Online technical support is available during the life of your product. Online assistance can be obtained through the Personal Computing Support Web site, the PSG Electronic Bulletin Board System (BBS), and the IBM Automated Fax System.

Online Technical Support	
IBM Personal Computing Support Web site	http://www.pc.ibm.com/support
IBM PSG BBS	1-919-517-0001
IBM Automated Fax System	1-800-426-3395 1-800-465-3299 (in Canada)

Appendix B. Product warranty

The following warranty information applies to products purchased in the United States, Canada, and Puerto Rico. For warranty terms and conditions for products purchased in other countries, see the enclosed warranty insert, or contact your IBM reseller or IBM marketing representative.

International Business Machines Corporation

Armonk, New York 10504

Statement of limited warranty

The warranties provided by IBM in this Statement of Limited Warranty apply only to Machines you originally purchase for your use, and not for resale, from IBM or your reseller. The term "Machine" means an IBM machine, its features, conversions, upgrades, elements, or accessories, or any combination of them. Unless IBM specifies otherwise, the following warranties apply only in the country where you acquire the Machine. If you have any questions, contact IBM or your reseller.

Machine: ThinkPad 10-GB Hard Disk Drive Option

Warranty Period*: One year

**Contact your place of purchase for warranty service information.*

Production status

Each Machine is manufactured from new parts, or new and used parts. In some cases, the Machine may not be new and may have been previously installed. Regardless of the Machine's production status, IBM's warranty terms apply.

The IBM warranty for machines

IBM warrants that each Machine 1) is free from defects in materials and workmanship and 2) conforms to IBM's Official Published Specifications. The warranty period for a Machine is a specified, fixed period commencing on its Date of Installation. The date on your receipt is the Date of Installation, unless IBM or your reseller informs you otherwise.

During the warranty period IBM or your reseller, if authorized by IBM, will provide warranty service under the type of service designated for the Machine and will manage and install engineering changes that apply to the Machine.

For IBM or your reseller to provide warranty service for a feature, conversion, or upgrade, IBM or your reseller may require that the Machine on which it is installed be 1) for certain Machines, the designated, serial-numbered Machine and 2) at an engineering-change level compatible with the feature, conversion, or upgrade. Many of these transactions involve the removal of parts and their return to IBM. You represent that all removed parts are genuine and unaltered. A part that replaces a removed part will assume the warranty service status of the replaced part.

If a Machine does not function as warranted during the warranty period, IBM or your reseller will repair it or replace it with one that is at least functionally

equivalent, without charge. The replacement may not be new, but will be in good working order. If IBM or your reseller is unable to repair or replace the Machine, you may return it to your place of purchase and your money will be refunded.

If you transfer a Machine to another user, warranty service is available to that user for the remainder of the warranty period. You should give your proof of purchase and this Statement to that user. However, for Machines which have a lifetime warranty, this warranty is not transferable.

Warranty service

To obtain warranty service for the Machine, you should contact your reseller or call IBM. In the United States, call IBM at **1-800-772-2227**. In Canada, call IBM at **1-800-565-3344**. You may be required to present proof of purchase.

IBM or your reseller will provide certain types of repair and exchange service, either at your location or at IBM's or your reseller's service center, to restore a Machine to good working order.

When a type of service involves the exchange of a Machine or part, the item IBM or your reseller replaces becomes its property, and the replacement becomes yours. You represent that all removed items are genuine and unaltered. The replacement may not be new, but will be in good working order and at least functionally equivalent to the item replaced. The replacement assumes the warranty service status of the replaced item. Before IBM or your reseller exchanges a Machine or part, you agree to remove all features, parts, options, alterations, and attachments not under warranty service. You also agree to ensure that the Machine is free of any legal obligations or restrictions that prevent its exchange.

You agree to:

1. obtain authorization from the owner to have IBM or your reseller service a Machine that you do not own; and
2. where applicable, before service is provided —

- a. follow the problem determination, problem analysis, and service request procedures that IBM or your reseller provide,
- b. secure all programs, data, and funds contained in a Machine, and
- c. inform IBM or your reseller of changes in a Machine's location.

IBM is responsible for loss of, or damage to, your Machine while it is 1) in IBM's possession or 2) in transit in those cases where IBM is responsible for the transportation charges.

Extent of warranty

IBM does not warrant uninterrupted or error-free operation of a Machine.

The warranties may be voided by misuse, accident, modification, unsuitable physical or operating environment, improper maintenance by you, removal or alteration of Machine or parts identification labels, or failure caused by a product for which IBM is not responsible.

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1. damages for bodily injury (including death) and damage to real property and tangible personal property; and
2. the amount of any other actual direct damages or loss, up to the greater of U.S. \$100,000 or the charges (if recurring, 12 months' charges apply) for the Machine that is the subject of the claim.

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